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Serial No. 09/782,707  
10 November 2004 Reply to  
11 May 2004 Office Action

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In re the Application of:**

Cooper, et al.

**Serial No.:** 09/782,707

**Filed:** February 12, 2001

**For:** WEB BASED HUMAN SERVICES  
CONFERENCING NETWORK

**Group Art Unit:** 3621

**Examiner:** David Q Le

**Attorney No.:**  
VMATRIX.002A

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Official Action dated May 11, 2004, reconsideration and allowance of the present application is respectfully requested in view of the following Amendments and Remarks, where:

**Amendments to the Claims** begin on page 2 of this paper; and

**Remarks** begin on page 5 of this paper.